

# Product Services Guide

South Africa  
July 2024



## Need more information?

### Business Support Team

Avery Dennison Business Support Team is ready to answer your questions. Call us to discuss product availability, ordering process, or anything else you need.

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**Mon to Thu 8.00am – 4.30pm**  
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 (excluding South African public holidays)

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### Data & Specification Sheets

[label.averydennison.com](http://label.averydennison.com)

Should you require more technical data for any of our products, you can download specification sheets from our website. If you cannot find the specification sheet you are after, please contact your Avery Dennison representative.

# Introduction

Welcome to the July 2024 Product Services Guide. This Guide was created to provide you with a single document to inform you of the core product portfolios of Avery Dennison Label and Packaging Materials.

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m2)	Length (LM)	Stocking Location	Sustainable Advantage	Comments
AL89350F	*SEMIGLOSS 80 FSC	S2045 (HM)	BG40WH	FULL DECKLE 1525mm EXACT	1525 1000	1000 1000/2000	JHB DBD CTD	 Responsibly sourced, Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
ALY89350F	*SEMIGLOSS 80 FSC	S2045 (HM)	BG40BR	EXACT	1000	1000/2000 JHB DBD CTD			

## How to read the Product Services Guide

### Item:

The item number identifies the product on your delivery documents and invoices.

### Facestock:

Identifies the facestock used in the construction.

### Adhesive:

Identifies the particular adhesive used in the construction.

### Liner:

When liner codes end in the letter 'N' this signifies a nil imprint. PET liners never have a backprint.

### FSC® certified facestock or liner

\* Only the products identified as such count with Forest Stewardship Council® certification.



### Service Program:

The service program details how the product is sold to the market.

- **FULL DECKLE**  
Signifies the product is sold with the complete web width and the minimum length of 1000 metres.
- **EXACT**  
Items are sold in any width with fixed lengths that vary for each program.
- **READY WIDTH**  
Offers slit rolls in set widths and lengths.

### MOQ (sqm):

All orders must meet Minimum Order Quantity. SQM is determined by multiplying width by length.

### Length (LM):

Identifies the length in lineal meters, offered in a service program

### Stocking Location:

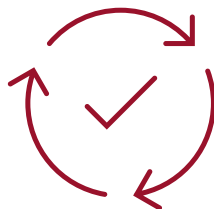
Indicates which AD site the product is stocked in

### Sustainable Advantage:

Why the product is part of the Sustainable Advantage portfolio.



- Look for the marked Sustainable Advantage products in this Product Services Guide



## Contains Recycled or Renewable Content

**Give a second life to what has already been used.**

Facestocks and liners that include post-industrial waste or post-consumer recycled content.

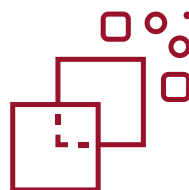
Renewable Content - The renewable sources can be used for facestocks, Adhesives and/or liners, and/or other coatings with at least 30% of the content of that specific component.



## Reduction in the use of materials

**Use only what is necessary.**

Thinner facestock, adhesive, or liner that uses less raw materials to be manufactured



## Enables Recycling, Reuse or Compostability

**What we use can be used again.**

Solutions that enhance recyclability and enable reuse and recycling of packaging as well as the recycling and composting of label waste



## Responsibly sourced

**Products sourced from a supply chain that shows care for people and the environment.**

Film made from renewable alternatives and paper certified by FSC® or other organizations

# BG33 liner

Avery Dennison continually seeks to improve the sustainability credentials of our products where possible. Avery Dennison's mission is to provide a portfolio of products that help advance the circular economy by providing products that reduce waste into the environment, are sustainably sourced, contain recycled materials, or enable recycling, reuse or compostability

Avery Dennison will be introducing a new, more sustainable glassine liner, BG33. The BG33 liner has been designed to reduce waste to landfill while maintaining converting performance and press efficiency.

BG33 liner is being successfully used in other regions and has been used for over 5 years across various printing presses.

## Benefits

### Sustainability

- Helps meet Extended Producer Responsibility (EPR) targets through lowering waste to landfill
- Maintains existing Forest Steward Council (FSC) certification

### Productivity

- No disruption to productivity or efficiency; maintain existing dies and press speeds.

### Avery Dennison Footprint

- Switching to BG33 liner results in a 4% saving in water and carbon emissions. The carbon emissions drop from 1.86 kg to 1.77 kg while the water consumption drops from 12,95 l/sqm to 12.43 l/sqm.

## Environmental Impact

	Carbon	Water
Original BG40Y/Wh F	1.86 kgCO <sub>2</sub> E/sqm	12.95 L/sqm
	<b>Savings: 4%</b>	<b>Savings: 4%</b>
Redesigned BG33Y/WH F	1.77 kgCO <sub>2</sub> E/sqm	12.43 L/sqm
	Is equivalent to <b>209687 miles / 335500 km</b> driven by an average passenger vehicle	Is equivalent to <b>55049.70 minutes</b> shower with an average flow

**Based on 1,000,000 m<sup>2</sup>**

### Avery Dennison Footprint Report

Avery Dennison Footprint tool is a Cradle-to-gate life cycle assessment (LCA) tool used to communicate a product's carbon and water footprint, from material extraction, to processing by Avery Dennison and transport to customer.



# Prime Papers

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments
<b>Machine Coat</b>									
AL89350F	* SEMIGLOSS 80 FSC	S2045 (HM)	BG40WH	FULL DECKLE 1525mm EXACT	1525 1000	1000 1000/ 2000	JHB DBD CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
ALY89350F	* SEMIGLOSS 80 FSC	S2045 (HM)	BG40BR	EXACT	1000	1000/ 2000	JHB DBD CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
PTF6845	SEMIGLOSS 80	S2045 (HM)	PET23	FULL DECKLE 1000mm	1000	1000	JHB DBD	Renewable content (Adhesive Contains Renewable Content). Reduction in the use of materials (Liner)	0°C Min. Appl. Temp
AW2433F	* SEMIGLOSS 80 FSC	S2345 (HM)	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	Responsibly sourced	High tack
ALYF6849F	SEMIGLOSS 80 FSC	S445N (HM)	BG40BR	FULL DECKLE 1500mm	1500	1000	DBD CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% of the Renewable Content)	Super tack
AW0425F	* MC SEMIGLOSS GP FSC	S1002 (EM)	BG33WH	FULL DECKLE 1525mm EXACT	1525 1000	1000 1000/2000	CTD DBD	Responsibly sourced. Reduction in the use of materials (Liner)	
ALE8845	FASLITHO	S2045 (HM)	BG40WH	FULL DECKLE 1500mm	1500	1000	DBD	Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
ALE8879	FASLITHO	S2345 (HM)	BG40WH	FULL DECKLE 1000mm	1000	1000	DBD		High tack
AN589ZAF	* SEMIGLOSS 80 FSC	C2075 (HM)	BG40BR	FULL DECKLE 1000mm	500	500	JHB CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	Freezer grade
CO111	* rMC FSC	R5000 (EM)	BG40BR FSC	FULL DECKLE 1000mm	500	500	JHB DBD CTD	Renewable content (Facestock contains 30% recycled components from industrial materials). Responsibly sourced	Removable
<b>Light Weight</b>									
AM18451F	LW60 FSC	S2050 (HM)	BG40W IMP	FULL DECKLE 1000mm	500	500	JHB DBD CTD	Reduction in material use (Facestock). Responsibly sourced	

## Prime Papers (continued)
















Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments
<b>Vellum</b>									
BC679	* TRANSFER VELLUM FSC	S2000NG (EM)	BG40BR	FULL DECKLE 2000mm	2000	1000	DBD	 Responsibly sourced	
LLYF3831	FASMATT VELLUM	S2045 (HM)	CK40	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	 Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
ALB4690	TRANSFER VELLUM	S2345 (HM)	BG40WH	FULL DECKLE 1000mm	1000	1000	JHB DBD	 Reduction in material use(Facestock)	High tack
CK618	TRANSFER VELLUM FSC	R5000 (EM)	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD	 Responsibly sourced	Removable
<b>Metallised Paper</b>									
AL326	* MP PLUS SILVER FSC	S2045N (HM)	BG40BR	FULL DECKLE 1000mm	500	500	DBD CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
<b>Coloured Papers</b>									
BJ614	* RADIANT CHARTREUSE FSC	S2045N (HM)	BG40BR	FULL DECKLE 1000mm	250	250	CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
BJ615	* RADIANT ORANGE FSC	S2045N (HM)	BG40BR	FULL DECKLE 1000mm	250	250	CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
BJ616	* RADIANT GREEN FSC	S2045N (HM)	BG40BR	FULL DECKLE 1000mm	250	250	CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
BJ617	* RADIANT RED FSC	S2045N (HM)	BG40BR	FULL DECKLE 1000mm	250	250	CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
<b>Speciality Papers</b>									
AA875F	* FASTYRE PLUS FSC	TS79	* BG40W IMP	FULL DECKLE 1000mm	500	500	JHB DBD CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
SW4106	MC SEMIGLOSS PB	2 x S2090	2 x BG40W IMP	FULL DECKLE 1500mm	750	500	JHB DBD CTD		
AMA1450F	* SEMIGLOSS FSC COVERALL	S2050	BG40WH IMP	FULL DECKLE 1500mm	750	500	DBD CTD	 Responsibly sourced.	
AM89400ZA	DUKUZA BOARD 160G	S2050	BG40	FULL DECKLE 1000mm	500	500	CTD	 Reduction in material use (Facestock)	

# Prime Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments	
<b>Conformable Films</b>										
AF186	PE85 TOP WH	S692N (EM)	*BG40WH	FULL DECKLE 2000mm	2000	1000	DBD		Reduction in material use. Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)	
AF187	PE85 TOP CL	S692N (EM)	*BG40WH	FULL DECKLE 2000mm	2000	1000	DBD		Reduction in material use. Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)	
AF172	PE100 TOP WH	S277 (EM)	BG40WH	FULL DECKLE 2000mm	1000	500	DBD			
<b>Rigid White Films</b>										
AL09010	PP60 TOP WHITE CAVITATED	S2045 (HM)	BG40WH	EXACT	1000	1000/2000	JHB DBD CTD		Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp  Transitioning to AL09033 in Q4
BW8018	PP60 TC WHITE	SR3013 (HM)	BG33WH	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD		Enables Recycling, Reuse or Compostability (CleanFlake™). Reduction in material use (Liner)	CleanFlake™
ALYF1843	PP60 TOP WHITE CAVITATED	S2045 (HM)	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD		Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
BW8004	PP60 TOP WHITE CAVITATED	S692N (HM)	BG40WH	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD		Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)	Transitioning to BW8333 in Q4
BW8012	PP50 TOP WHITE CAVITATED	S692N (EM)	BG33WH	FULL DECKLE 1500mm	1500	1000	CTD		Enables Recycling. (Monomaterial for labelled HDPE containers). Reduction in material use	
AB074	PP60 TOP WHITE	S692N (EM)	*BG50WH	FULL DECKLE 2000mm	2000	1000	DBD		Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)	
ALYF1839	PP60 TOP WHITE CAVITATED	S2345 (HM)	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD			High tack
AB303	PP60 TOP WHITE CAVITATED	S445N (HM)	BG45WH	FULL DECKLE 1000mm	500	500	JHB DBD			Super tack
AF733ZA	PP60 TOP WHITE CAVITATED	C2075 (HM)	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD CTD		Renewable content (Adhesive Contains 30% Renewable Content)	Freezer grade





## Prime Films (continued)

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments	
<b>Rigid Clear Films</b>										
BW8019	PP50 TC CLEAR	SR3013 (EM)	BG40Y	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	 	Enables Recycling, Reuse or Compostability (CleanFlake™). Reduction in material use (Facestock)	CleanFlake™
CJ409	PP50 TOP CLEAR	S7400ER (EM)	PET23	FULL DECKLE 1980mm	1980	1000	DBD	 	Enables Recycling, Reuse or Compostability (CleanFlake™). Reduction in material use (Facestock)	CleanFlake™
AX150R	PP60 TOP CLEAR	S4000N (EM)	rPET30	FULL DECKLE 1000mm	1000	1000	DBD CTD		Contains Recycled (Liner contains up to 30% recycled PCR)	
ALYF0601	PP50 TOP CLEAR	S2045 (EM)	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD	 	Reduction in material use, Renewable content (Adhesive Contains 30% of the Renewable Content)	0°C Min. Appl. Temp
AM11070ZA	PP50 TOP CLEAR	S2345 (HM)	BG40W IMP	FULL DECKLE 1000mm	1000	1000	DBD CTD		Reduction in material use (Facestock)	High tack
BW8000	PP50 TOP CLEAR	S692N (EM)	BG40BR	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD	 	Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers). Reduction in material use (Facestock)	Transitioning to BW8300
<b>Metallised BOPP</b>										
AMF9601	PP50 METALISED SILVER	S2060 (HM)	BG40WH IMP	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD	 	Reduction in material use (Facestock). Renewable content (Adhesive Contains 30% Renewable Content)	
SW8507F	PP50 GLOSS SILVER TC	S692N (EM)	*BG40WH IMP	FULL DECKLE 1500mm	1500	1000	JHB DBD CTD		Reduction in material use (Facestock)	
CJ406	PP50 TOP SILVER	S7400 (EM)	rPET23	FULL DECKLE 1980mm	1980	1000	DBD	 	Reduction in material use (Facestock). Contains Recycled (Liner contains up to 30% recycled PCR). Reduction in the use of materials (Liner)	Transitioning to CK130 in Q4
<b>Speciality Films</b>										
AM65241ZA	FOAMTAC	S2050 (HM)	BG40W	FULL DECKLE 1000mm	500	500	JHB DBD CTD			











# Variable Information Papers

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments
<b>Direct Thermal Paper</b>									
ALYG6833F	*DIRECT THERMAL TC FSC	S2045N (HM)	BG33BR	EXACT	1000	1000/2000	JHB CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
				FULL DECKLE 1500mm	1500	1000	DBD		
NW5900_58x65	THERMAL TC25 LINERLESS	HP103 (HM)	LINERLESS	24 ROLLS PER BOX	20 BOXES	58mmX65m	CTD JHB DBD	Reduction in material use (Liner)	
ALY55845R	*rDT ECONOMY THERMAL 70 FSC	S2045N (HM)	BG40BR	FULL DECKLE 1525mm	1525	1000	JHB DBD CTD	Renewable content (Facestock contains 15% recycled components from industrial materials). Responsibly sourced. Renewable content (Adhesive Contains 30% of the Renewable Content)	0°C Min. Appl. Temp Transitioning to ALY55833r in Q4
AG177	*DIRECT THERMAL TC S8 FSC	S445N (HM)	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD	Responsibly sourced	Super tack
BU294ZAF	*DT200HD PLUS TC FSC	C2075N (HM)	BG40BR	FULL DECKLE 1525mm	762	500	JHB CTD	Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	Freezer grade.
BU296	*THERM 200HD PLUS NP FSC	R5000N (EM)	BG40BR	FULL DECKLE 1000mm	500	500	JHB DBD CTD	Responsibly sourced	Removable
<b>Thermal Transfer Paper</b>									
ALYA8845	FASTRANSFER ULTRA	S2045 (HM)	BG40BR	FULL DECKLE 1000mm	1000	1000	JHB DBD CTD	Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
ALYB4845	FASTRANSFER STANDARD	S2045N (HM)	BG40BR	FULL DECKLE 1000mm	1000	1000	DBD CTD	Renewable content (Adhesive Contains 30% Renewable Content)	0°C Min. Appl. Temp
ALA8858	FASTRANSFER ULTRA	S2345 (HM)	BG40BR	FULL DECKLE 1000mm	1500	1000	JHB DBD		High tack
<b>Inkjet Paper</b>									
OW2350	GLOSS IJ PAPER	AP103 (EM)	BG40WH IMP	FULL DECKLE 1070mm	268	250	JHB CTD		
<b>Laser Paper</b>									
OW0053G	*LASERPRO 70 FSC	S692N(EM)	CK55W	FULL DECKLE 210mm	315	1500/3000	JHB DBD CTD	Responsibly sourced	

## Variable Information Films

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments
<b>Thermal Transfer Film</b>									
BW0053	TTP MATT WHITE	S692N (EM)	BG40WH	FULL DECKLE 1000mm	1000	1000	JHB DBD	 Enables Recycling, Reuse or Compostability (Monomaterial for labelled HDPE containers)	
AL74680	TTP MATT WHITE	S2345 (HM)	BG40WH IMP	FULL DECKLE 1000mm	1000	1000	JHB DBD		High tack
AF592	PET50 WHITE	S695(EM)	BG45W	FULL DECKLE 1000mm	500	500	JHB	 Reduction in material use (Facestock)	
<b>Inkjet Film</b>									
OZ2120	100um IJ SYN PAPER	AF101	BG40WH IMP	FULL DECKLE 1530mm	382	250	JHB DBD CTD		

## Wine Portfolio

Item	Facestock	Adhesive	Liner	Service Program / Width (mm)	MOQ (m <sup>2</sup> )	Length (LM)	Stocking Location	Sustainable Advantage	Comments
<b>Gloss Paper</b>									
AW2141F	* CAST GLOSS PREMIUM FSC	S2000W (EM)	BG40WH	FULL DECKLE 1525mm	1525	1000	JHB CTD	 Responsibly sourced	
SW7060	* Cast Gloss Elite FSC	S2030 (EM)	BG40 WH	FULL DECKLE 1525mm	1525	1000	CTD	 Responsibly sourced	
SW7083F	* CAST GLOSS ELITE FSC	S2030 (EM)	rPET23	FULL DECKLE 1525mm	1525	1000	CTD	  Responsibly sourced. Reduction in the use of materials (Liner)	
<b>Speciality Paper</b>									
AU266	WHITE COTTON	S2047N (HM)	*BG45WH	FULL DECKLE 1000mm	500	500	CTD	 Renewable content (Adhesive Contains 30% Renewable Content)	
BE261	* RUSTIQUE EXTRA WHITE FSC	Z1010 (EM)	*BG45WH	FULL DECKLE 1000mm	1000	1000	CTD	 Responsibly sourced	
AG600	* LINEN FSC	S2047N (HM)	*BG45WH IMP	FULL DECKLE 1000mm	500	500	CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	
F29333	* ARTISAN FSC	S2047 (HM)	BG40WH	FULL DECKLE 1525mm	1525	1000	CTD	  Responsibly sourced. Renewable content (Adhesive Contains 30% Renewable Content)	

# Operational Terms & Conditions

Any exceptions to the standards are subject to an upcharge unless otherwise noted

## Core Diameter

- 76mm
- Specialties on Request

## Splice Standard

- Up to 1000m: 1 splice
- 1000 – 2000m: 2 splices
- More than 2000m: 3 splices

## Minimum Distance Between Splices and to Start/End of a Roll

- 200 m

## Splice Tape

- PVC Red/Brown Tape

## Splice Indication

- Number of splices is indicated on the roll label and position of splice indicated by stamp on side of the roll

## Offcut Disposition

- Customer will be charged for full deckle unless sales order is requested on Fasson Exact™ program

## Slit Width

- Minimum slit width is 90mm
- Maximum slit width is 1500mm
- Maximum width dependent on master roll width

## Slit Roll Width Tolerances

- Full width tolerance is +/- 1mm on each side

## Roll Length

- Minimum Standard roll length is 1000m
- Specialties 500m

## Roll Length Tolerance

- Roll length tolerance of +/- 10%

## Maximum Roll Length

- Approximately 2000m – dependent on product

## Total Order Quantity

- Order supplied +/- 5%

## Packaging Method

- Rolls will be horizontally or vertically packed

## Roll Tag Labels

- Roll Labels on outside of roll and one in roll core

## Palletized deliveries

- All deliveries as required are palletized
- These pallets remain the property of Avery Dennison and need to be returned.

## Maximum Stack Heights

- 1m

## Minimum Order Quantity

- Standard MOQ is 1000m of the full material width
- Fasson Exact program MOQ is 1000m<sup>2</sup>. Certain Specialties may be 500m<sup>2</sup>

## Material Quality Matters

- Material to remain at the customer's premises until final testing/evaluations have been done
- Complaints are attended to within the stipulated life of the product as per material data sheet
- Response to complaints within 2 working days
- Resolution within 21 working days – dependent on type of complaint

## Technical Support

- Technical support and product training available for both converters and end users
- Training is offered at ADSA discretion

# Operational Terms & Conditions (continued)

## Cut-off Times For Orders

- All orders received at or before 10am will be delivered within 24 hours unless confirmed otherwise
- Unless communicated otherwise, Orders serviced from our 2m deckle in DBN DC will be delivered in 48 hours for JHB Customers and 72 hours for CTN customers.
- Fasson EXACT products lead time is 2 working days to dispatch EXCEPT when product ordered is not offered at the local DC in which case transportation lead time of additional 2 working days applies.
- Collections from 09:00am – 15:00pm, Monday – Friday
- Customer must make collection arrangements at least 3 hours prior to collection
- Direct indent orders have 8 – 12 weeks lead time depending on freight mode and source

## National Freight Charge

- Applicable freight charges:
- As per agreed pro-forma terms & conditions for exports orders
- Should customer require stock faster than the standard channel

## Order Cancellation

- Not permitted once slit
- Fasson Exact Program sales order cancellation not permitted once Order Acknowledgment has been issued

## Width Substitution

- As agreed upon by both parties

## Product Substitution

- Substitution with the nearest alternate product allowed in the event of stock shortage and agreed by both parties

## Changes on Service Programs

- Please note that the release of this Product Services Guide happens once in a quarter, therefore this release does not mean or suggest or be understood in any way to mean that the service programs listed in this document will remain the same throughout the quarter
- Lookout for communications from our Customer Services for any Service Program changes that may happen after this release
- We encourage the frequent use of the MyAD portal for Service Programs as it will always reference the most recent as per available inventory

## Damaged Product on Delivery

- Customers to inspect all products on delivery.
- Any damages to be acknowledged at the time of delivery by being noted on the Delivery Docket
- Avery Dennison approval required before material is picked up
- Failure to acknowledge at the time of delivery will be deemed that the damage occurred at the customer's premises

## Customer Purchase Order

- Email Purchase Order to Avery Dennison Order Centre email address: ordercentre@eu.averydennison.com
- Customer Purchase Order should include the following information:
  - Purchase Order number.
  - Company Name / Account number.
  - Delivery address, Required date.
  - Item required, Quantity required & Price.
  - Name & title and contact number for Buyer.
- Once purchase order has been processed by Avery Dennison; an order acknowledgment will be emailed to the customer
- Failure to clearly supply these details may result in delays

## Proof Of Delivery

- Material to be checked. Delivery Docket signed and returned to driver/courier

## Price increase

- 30 days notice period
- Notice period may change subject to exceptional circumstances

**Avery Dennison**  
**Label and Packaging Materials**

**South Africa**

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Parow, 7493, Western Cape

**Kenya**

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